

## Notice of References Cited

Application No.

09/456,166

Application No.

Villena et al

Examiner

Blount

Group Art Unit

2661

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## U.S. PATENT DOCUMENTS

*	DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS
A	6005920	12/21/99	Foller et al	—	
B	6389132	5/14/02	Price	—	
C	6339593	1/15/02	Kikinis	—	
D	6445784	9/3/02	Uppaluru et al		
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## FOREIGN PATENT DOCUMENTS

*	DOCUMENT NO.	DATE	COUNTRY	NAME	CLASS	SUBCLASS
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## NON-PATENT DOCUMENTS

*	DOCUMENT (Including Author, Title, Source, and Pertinent Pages)	DATE
U	"www.callcentermagazine.com/article Tunkie Taylor, "Contact center Professional 4," "call center", 6/05/01,	6/05/01
V	"Unified Communications Alert" <a href="http://www.ucalert.com/2001">www.ucalert.com/2001</a>	
W	"CELLIT sells it whole; one stop vs. open-system shopping" <a href="http://www.Aravia.com/contact-center">www.Aravia.com/contact-center</a>	unknown
X	"Customer Interaction Management Solutions for the New Economy" <a href="http://www.callcentermagazine.com/article">www.callcentermagazine.com/article</a>	unknown
	"Lee Hollman, Will Communications Servers Make the PBX Extinct? "call center"	11/5/00

\* A copy of this reference is not being furnished with this Office action.  
(See Manual of Patent Examining Procedure, Section 707.05(a).)